



STATE OF INDIANA

Request for Information 11-10

INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf Of

**Indiana Family and Social Services
Administration**

Solicitation For:

**Eligibility Determination System
Planning Services**

Response Due Date August 23, 2010

Stephanie Taylor, Senior Account Manager
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W478
Indianapolis, Indiana 46204

REQUEST FOR INFORMATION 11-10

This is a Request for Information (RFI) issued by the Indiana Department of Administration (IDOA) in conjunction with the Family and Social Services Administration (FSSA). This RFI requests responses from vendors capable of performing *planning services* for the design, development, implementation, and eventual procurement of a system integrator to replace the Indiana Client Eligibility System (ICES), the State's current eligibility determination system for Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicaid, and the Children's Health Insurance Program (CHIP). There will not be a contract resulting directly from this RFI; however, respondents to this RFI will be placed on the list of potential respondents and will receive an announcement of any Request for Services (RFS) that may arise from this RFI.

BACKGROUND

This RFI, a step in the procurement process, has two key objectives: 1) Provide prospective respondents with general information regarding the statewide project and its targeted schedule and 2) Solicit respondent information that will help FSSA in the development of the resulting RFS.

This RFI is issued in expectation of a need to obtain vendor support and technical assistance in the planning of an ICES replacement. FSSA has an approved Planning APD (Advance Planning Document) and expects to issue a solicitation for a Planning Contractor in the near future.

The Planning Contractor will be expected to follow steps consistent with management standards such as ISO9000, Software Engineering Institute's Capability Maturity Model Integration (CMMI), Project Management Institute's Project Management Body of Knowledge (PMBOK), and ensure that its project managers have been certified as Project Management Professionals.

SPECIFIC NEEDS

FSSA seeks creative, high-level responses to the RFI components. FSSA is especially interested in receiving the following information from each respondent's RFI submission:

- Respondent's qualifications and related experience assessing systems that include functionality similar to that of ICES.
- Qualifications and related experience with state-of-the-art integrated eligibility systems
- Respondent's approach to evaluating ICES PAPD project management and change management activities
- Respondent's approach to business and technical requirements validation
- Respondent's approach to performing business and technical gap analyses
- Respondent's approach to cost/benefit analyses for ICES alternatives
- Respondent's approach to supporting the State in developing an Implementation APD for submission to federal agencies for approval

- Respondent's approach to performance-based contracting strategies

RESPONSES

Firms interested in providing information to FSSA should submit **an original and five (5) complete electronic copies on CD-ROM** to:

**Ms. Stephanie Taylor
Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W468
Indianapolis, IN 46204**

Responses must be received no later than **3:00 p.m. Eastern Time on Monday, August 23, 2010**. The outside of the package (envelope or box) should be clearly marked:

“RESPONSE TO REQUEST FOR INFORMATION 11-10”

Any questions regarding this RFI must be submitted to the above address. Questions may also be submitted by fax at (317) 232-7312 or by e-mail to rfp@idoa.in.gov no later than **3:00 p.m. Eastern Time on Monday, August 16, 2010**. Responses to all questions will be promptly prepared through a cooperative effort of IDOA and FSSA. A copy of each question and answer will be posted to the State of Indiana website <http://www.in.gov/idoa/2788.htm>

Inquiries are not to be directed to any staff member of FSSA.

Responses will be considered public information once a Request for Services (RFS) is complete. If an RFS is not undertaken, the responses are considered public once the decision is made.

Please note that Stephanie Taylor is the State's single point of contact for this RFI.

Please note that the usual and customary procedures for selecting a vendor (issuance of an RFS) may follow this RFI. The process will be open to all providers irrespective of their participation or non-involvement in this information-gathering process.